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1. PURPOSE. This bulletin contains information and guidance for Federal Aviation Administration (FAA) Principal Operations Inspectors (POI) and Cabin Safety Inspectors (CSI) with respect to their assigned air carrier certificate holders, regarding the development of an Air Carrier Exit Seating Program, required by Title 14 of the Code of Federal Regulations (14 CFR) part 121, section 121.585 and 14 CFR part 135, section 135.129.

2. BACKGROUND.

- A. Prior to 1990, air carrier policies and practices concerning disabled passengers were a troublesome and controversial subject. Many objected to airline polices which they viewed as inconvenient, unnecessary, and discriminatory. Many expressed concern about the seemingly inconsistent and arbitrary treatment of disabled air travelers among different air carriers and within the same air carrier. On March 6, 1990, the Department of Transportation (DOT) issued 14 CFR part 382 final rule entitled, "Nondiscrimination on the Basis of Disability in Air Travel" to address these concerns. This rule prescribes, in part, that carriers may not keep anyone out of a seat on the basis of their disability, or require anyone to sit in a particular seat on the basis of that disability, except to comply with an FAA safety rule.
- B. On March 6, 1990, FAA issued its final rule on exit seating which allows carriers to place in exit seats only persons who can perform a series of actions necessary in an emergency evacuation. Under the provisions of the regulation, persons occupying designated exit seats on the aircraft must be both able and willing to assist during an emergency evacuation, and must meet the associated criteria set forth by the regulation. Each

affected operator must establish a system of procedures associated with identification and designation of exit seats as well as determination and verification of passenger suitability for exit seats.

3. ACTION.

- A. POIs shall use the guidance in the attachment when approving new exit seating programs or when approving revisions to current programs.
- B. Inspectors should insert the attached handbook pages into volume 3, chapter 15, section 3, after page 3-2088, of their 8400.10 handbooks. Also, inspectors should cross out the present page 3-2088, because it is superceded by the new pages 3-2088-1 through 3-2088-7 contained in the attachment.
- 4. LOCATION. The attachment contains updated guidance for volume 3, chapter 15, section 3, paragraph 2152 of FAA Order 8400.10, Air Transportation Inspector's Handbook.
- 5. INQUIRIES. This bulletin was developed by AFS-220. Persons making inquires should call Nancy Claussen at (202) 267-8166.

/s/ Gary E. Davis for Gregory L. Michael Manager, Air Transportation Division

Attachment

ings of passengers. Operators who use F/A's may publish F/A user manuals as sections in their GOM's. The GOM or F/A user manual must contain the briefings to be given. Passenger briefing cards must be used to supplement the oral briefings. These passenger briefing cards must depict the required items that are addressed during the oral briefings. AC 121-24A and AC 135-12A, "Passenger Safety Information Briefing and Briefing Cards," contain guidance on passenger safety information and briefing cards.

2151. EXIT SEATING PROGRAM. FAR

§§ 121.585 and 135.129, "Exit Seating," regulate exit seating in aircraft operated by U.S. air carrier and commercial operators, except for on-demand operations with aircraft having 19 or fewer passenger seats and commuter operations with aircraft having 9 or fewer passenger seats. These regulations prescribe requirements relating to the seating of airline passengers near emergency exits. POIs must ensure that FAR Parts 121 and 135 operators' manuals, as appropriate, contain the applicable portions of the operators' approved exit seating program. Figure 3.15.3.1 provides POI's with a job aid containing guidance for determining operator compliance with FAR §§ 121.585 and 135.129.

2152. EXIT SEATING PROGRAM. The applicable air carriers must comply with the appropriate parts of 14 CFR pertaining to exit seating: sections 121.585 and/or 135.129. The following information provides guidance and clarification on the development of the exit seating program and defines the applicability.

A. Applicability.

- (1) Exit row regulations apply to the following certificate holders:
- (a) Part 121 certificated air carriers. This includes air carriers who carry passengers pursuant to § 121.583, because § 121.585 is not on the list of part 121 regulations from which those air carriers are exempt.
- (b) Part 135 on-demand certificate holders with aircraft having more than 19 passenger seats.
- (2) The exclusion of part 135 on-demand aircraft having 19 or fewer passengers seats and part 135 commuter aircraft having 9 or fewer seats was

based on typical passenger seating configurations and exit availability of these aircraft.

- B. Exit Seat. An exit seat is defined as each seat in a row of seats through which passengers would have to pass to gain access to an exit from the first seat inboard of the exit to the first aisle inboard of the exit. A passenger seat having direct access means a seat from which a passenger can proceed directly to the exit without having to enter an aisle or pass around an obstruction (such as a bulkhead, lavatory, closet, galley, etc.).
- (1) The company's manual procedures must contain a listing of designated exit seats for each type of passenger seating configuration in its fleet.
- (2) "Exit seat" is a more accurate term than "exit row." In some configurations involving a row of two seats at an exit, only one seat is behind a partition. (For example, the forward most row on the left side of the Dash-8.) The window seat, obstructed by the partition, is not considered an exit seat because the passenger does not have direct access to the forward left exit. However, the passenger seated next to that seat on the aisle has direct access because that passenger does not have to pass around the bulkhead to reach the exit. This is one of the rare exceptions whereby the entire row is not an exit row.

C. Selection Criteria.

- (1) As applicable to the exit seating rule, the required selection criteria for an occupant of an exit seat is listed in sections 121.585(b) and 135.129(b). The selection criteria is a listing of capabilities and conditions to be applied to determine the suitability of persons to occupy an exit seat.
- (2) The selection criteria should be contained in its entirety in the operator's manuals, including the flight attendant manual, and the exit seating passenger information card. The selection criteria must also be available for inspection by the public at all passenger loading gates. Operators should avoid paraphrasing the selection criteria, as it may change the meaning of the neutral selection criteria and result in unwarranted discrimination. An example of such paraphrasing whereby the meaning of the criteria is changed would be if an operator misrepresented 121.585(b)(4) as follows:
- (a) "The person lacks sufficient visual capacity to perform one or more of the applicable functions."

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- (b) The omission of "without the assistance of visual aids beyond contact lenses or eyeglasses" (as stated in the regulation) significantly changes the meaning of the criteria and could result in unwarranted removal of passengers with eyeglasses seated at exit seats. However, in some instances the regulatory language could be changed for simplification purposes without changing the meaning of the criteria. For example, "to exit expeditiously" could be restated as "to exit quickly."
- (3) The airline employee, designated to make determinations as to whom may be assigned to an exit seat, must make this assessment in a non-discriminatory manner by consistent application of the neutral criteria.
- (a) If, for example, a passenger is being evaluated for assignment to an exit seat, age (with the exception of those younger than 15 years of age) or the size of a person alone should not be the determining factors. The airline employee must evaluate the individual's physical and mental capabilities, and other conditions, as clearly outlined in the selection criteria. If that individual meets all the selection criteria, then age or size alone should not be a disqualifying factor.
- (b) However, if that individual has difficulty walking and lifting his/her own carry-on luggage, then the application of the neutral criteria would exclude this individual from being assigned an exit seat because it would appear by observation that the individual would not be able to move expeditiously and perform the tasks involved in the emergency evacuation.
- D. Functions. As applicable to the exit seating rule, sections 121.585(d) and 135.129(d) list the functions which a passenger, seated at an exit seat, must be willing and able to perform in the event of an emergency. The functions must appear on the exit seating passenger information card, but can be in written form or graphically displayed. The functions must also be contained in the written airport information available at the passenger loading gates and in the operator's manual procedures.
- E. Seat Selection/Assessment/Verification Process. Each certificate holder, using the selection criteria, is required to determine the suitability of each person who occupies an exit seat. Regulations require that persons responsible for making this determination be identified in the operator's manual. The certificate holder is further responsible for developing procedures

concerning this passenger selection process. The procedures should address:

- Who is responsible for making these determinations (prior to boarding and the final verification on board the aircraft)
- How they will make this determination
- When the process will be performed
- Where the process will be performed
- Identification of each designated exit seat (for each passenger seating configuration in its fleet)

(1) Advanced Seating.

- (a) To the maximum extent feasible, exit seats should be assigned prior to boarding the aircraft. This would reduce the confusion or requests for reseating and possible delays after the aircraft is boarded. This does not preclude a carrier from having an open seating policy, advance seat selection, self check-in kiosks, or other type of computer/internet technologies which allows advance seating selection and check-in at airports where passengers may be permitted to select and be assigned an exit seat at check-in without screening by air carrier personnel. However, when these types of check-ins are in place, additional procedures should be developed and implemented for screening, verifying, and re-seating passengers onboard the aircraft to ensure compliance with exit seat assignment requirements.
- (b) For example, menu prompts which appear at the point of exit seat selection could assist in preliminary verification of passenger eligibility. When a passenger has chosen an exit seat by means of a self check-in kiosk, the ground agent at the ticket lift point could make determinations and assessments at the time of the required verification of positive ID to meet FAA security requirements. In order to safeguard the screening process, other carriers may select a "see agent" prompt at the point of passenger selection of exit seating via self check-in. POIs and CSIs should ensure that when carriers offer these methods of advanced seat selection, check-in, and open seating that approved exit seating programs provide ample information detailing the methods of screening and procedural safeguards in place to ensure compliance with exit seat assignment requirements.
- (2) The carrier is responsible for identifying those persons who will make the determination as to the suitability of the person assigned to an exit seat. The responsibility can be assigned to a customer

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service agent, a crewmember, or other persons specified by the carrier in its company's manual procedures.

- (3) Should carriers choose to use electronic media that allows passengers to select exit seats and print out a boarding pass without going through an employee of the company, they must have procedures in place for screening those passengers. The individuals and the procedures used to accomplish this should be identified in the appropriate air carrier manuals.
- (4) While the regulation specifically defines the criteria for persons occupying an exit seat, the method by which the airline employee assesses the person assigned to an exit seat should be defined by the certificate holder in its company's manual. This process generally requires a physical observation of the person and should require additional processes such as conversation with the person, to determine if he or she meets the selection criteria (ability to hear, understand, impart information, not distracted by other responsibilities such as caring for small children or other traveling companions, etc.).
- (5) Sections 121.585(g) and 135.129(g) state that the certificate holder may not taxi or pushback unless at least one required crewmember has verified that no exit seat is occupied by a person the crewmember determines is likely to be unable to perform the emergency functions. The required crewmember and the method used to make this determination must be specified in the company's manual.

F. Individual Exit Seat Briefings.

- (1) The NTSB recently examined 46 passenger aircraft evacuations that occurred between September 1997 and June 1999. During the study, the NTSB examined passenger performance in exit rows for the six cases for which the Board received information on the overwing exit operation. In several evacuations, the passengers had trouble using the exits correctly and the Board determined that one reason for these difficulties was passenger inattention to the safety materials provided. The Board found that in one case, exit seats were occupied by two passengers older than age 70, one of whom was unable to open the exit. In addition, three passengers seated in exit rows did not speak the language in which briefings and oral commands were given by the crew.
- (a) Of the six study cases, several of the air carriers had procedures in place to individually brief passengers on exit row tasks. Passengers who received

an individual briefing were more likely to read the safety card than those who did not receive an individual briefing.

- (b) The Board found that 44.5 percent of the passengers who were individually briefed reported examining their safety cards and 16 percent of the passengers who did not receive an individual briefing reported examining their safety cards.
- (c) In addition, those who received individual briefings performed better during actual evacuations and were better prepared to operate the overwing exits.
- (2) Many operators have procedures which designate certain crewmembers to conduct additional structured personal conversations or briefings, beyond the oral briefing required by sections 121.585(h) and (i) and 135.129(h) and (i), to ensure that the passengers in exit seats can hear, understand, and speak the language of the certificate holder. (However, fluency in the language of the certificate holder is not required as long as the exit seat passengers can understand crew instructions, commands, the graphic illustrations related to exit seat functions, and are able to adequately impart information related to emergency functions.)
- (3) Individual briefings that are given to passengers who occupy exit seats have a positive effect on the outcome of an aircraft evacuation. Individual briefings also assist flight attendants in assessing the suitability of passengers who occupy those seats. An individual briefing reminds passengers of their exit seat responsibilities, gives them the encouragement to review their safety information card and also gives passengers the opportunity to ask the flight attendant any questions they may have about exit operation or procedures. This briefing also presents an opportunity for the flight attendant to assess the passengers ability to understand oral crew commands.
- (4) POIs and CSIs should strongly encourage their assigned certificate holders to consider the safety benefits that are accomplished by individual exit seat briefings and to include such briefings in their predeparture procedures. In the absence of procedures that require individual briefings, POIs and CSIs should ensure that each carrier has a method in place to ensure compliance with 121.585(g), which requires verification by a required crewmember that the passengers can

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perform all required functions, which includes the ability to follow oral directions.

- G. Assessment/Verification Prior To Landing. Air carriers should also have procedures in place to ensure that crewmembers recheck the exit seats before landing to make certain that passengers who don't meet the criteria and have moved about in flight into the exit seats, return to non-exit seats for landing. This would also include passengers who met the criteria and occupied exit seats prior to takeoff, but do not meet the exit seat criteria for landing.
- H. Exit Seating Passenger Information Card. Sections 121.585(d) and 135.129(d) provide the requirement for the contents of the exit seating passenger information card. This exit seating passenger information card may be in addition to the standard passenger information card, which is required by sections 121.571(b) and 135.117(e) or it can be incorporated into the standard passenger information card. The exit seating passenger information card is required to be located at each designated exit seat. The exit seating passenger information card is to be presented in the primary language in which briefings and oral commands are given by the crew. It must contain the following information:
- (1) the selection criteria, as found in sections 121.585(b) and 135.129(b)
- (2) the emergency function, as found in sections 121.585(d) and 135.129(d)
 - NOTE: The functions must be listed (as in the rule) and/or graphically displayed on the passenger information card. Either or both methods are acceptable. If a function can not be graphically depicted on the card (such as "Follow oral directions and hand signals given by a crewmember."), then it should be written on the exit seating information card.
- (3) the contents (to follow) found in 121.585(e) and 135.129(e):
- (a) A request that passengers identify themselves for reseating if they cannot meet the selection criteria; have non discernible conditions that will prevent them from performing the applicable functions listed on the card; may suffer bodily harm as a result of performing one or more of the functions; and do not wish to perform the functions
- (b) A request that passengers identify themselves to allow reseating if they lack the ability to

read, speak, or understand the specified language in which crew commands will be given in an emergency. (This request is to be written in each language used by the certificate holder for the passenger information card. If the card, for example, contains some safety instructions in several languages, then this request should be in each of those languages.)

- I. Oral Briefing. Sections 121.585(h) and (i) and 135.129(h) and (i) provide the specific requirements for the oral briefing. The content of the required oral briefing must be part of the company's manual procedures. As per the rule, the oral briefing shall:
- (1) Reference the exit seating passenger information card, along with the criteria and the functions. (The required oral briefing only requires a reference, not a reading of the contents of the criteria and functions.)
- (2) In addition, the briefing must have a statement that requests the passenger to identify himself or herself for reseating if he or she:
 - · cannot meet the selection criteria
 - has a non discernible condition that will prevent him or her from performing the applicable (emergency) functions
 - may suffer bodily harm as the result of performing one or more of the functions
 - does not wish to perform the functions
- (3) This briefing should be conducted after all the passengers have boarded. If the required briefing is conducted several minutes before the entry door is closed and then several late passengers board after the briefing is completed, the briefing should be repeated in case the late passengers decide to relocate to an exit seat in flight.
- (4) It is beneficial that the operator incorporates into the required oral briefing the exit seat locations for that aircraft configuration so the passengers seated at the exit seats clearly understand that the briefing requirements are directed toward them. Some operators further identify exit seat locations to passengers and crew with placards in the cabin, or with an indication on the passenger boarding pass.

J. Reseating/Full Booking.

(1) Sections 121.585(k) and 135.129(k) require that in the event that a passenger assigned to an exit seat would be unable to perform the evacuation functions, or requests a non-exit seat, the certificate holder

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shall expeditiously relocate the passenger to a non-exit seat. The company's manual procedures should clearly outline how the reseating would be accomplished.

NOTE: The certificate holder, by regulation, shall not require the passenger to disclose his or her reason for needing reseating.

(2) Sections 121.585(l) and 135.129(l) require that in the event a passenger assigned to an exit seat wishes to be relocated to a non-exit seat and all of the non-exit seat are booked full, the certificate holder must move a passenger from a non-exit seat to the exit seat who is willing and able to assume the evacuation functions. The company's manual procedures should clearly outline how the reseating with a full load would be accomplished.

NOTE: If a passenger is assigned to an exit seat but later has second thoughts about being seated at an exit seat, the passenger should be relocated prior to pushback. However, if taxing has begun or takeoff is already underway, the rule does not require that the passenger be moved. This would create dangers as great or greater than allowing the person to remain in place until the aircraft is airborne. The cabin crew has been alerted to the location of a potential problem in the event of an evacuation and can wait until airborne when it would be safe to relocate the passenger. This is not an excuse for a crewmember to be complacent in performing the required verification.

K. Denial Of Transportation.

- (1) Sections 121.585(m) and 135.129(m) state that a certificate holder may deny transportation to any passenger under this section only because:
- (a) The passenger refused to comply with instructions given by a crewmember or other authorized employee of the certificate holder concerning the implementation of the approved exit seating procedures; and
- (b) The only seat that will physically accommodate the person's disability is an exit seat.
- (2) The company's manual procedures must describe the reasons for denial of transportation. It should also describe how it will be handled and who is designated to handle the situation.
- L. Disputes. Sections 121.585(n)(iv) and 135.129(n)(iv) require that the certificate holder

include procedures which address how to resolve disputes arising from the implementation of this rule, and identify the employee on the airport to whom complaints would be addressed for resolution. This person is commonly referred to as the Complaint Resolution Officer or CRO.

- M. Airport Information. Sections 121.585(f) and 135.129(f) require that each certificate holder shall make available for inspection by the public at all passenger loading gates and ticket counters at each airport where it conducts business, written procedures established for making determinations in regard to exit seating. The method of presentation of the airport information may vary, such as: a flyer, a card, a ticket jacket, a computer printout, a posted sign, etc. The certificate holder's exit seating program should state the method in which this information will be presented to anyone who requests this information. This written airport information should contain:
- (1) the selection criteria, as found in sections 121.585(b) and 135.129(b);
- (2) the emergency functions, as found in sections 121.585(d) and 135.129(d);
- (3) the requests for reseating, as found in sections 121.585(e) and 135.129(e);
- (4) the reasons for denial of transportation, as found in sections 121.585(m) and 135.129(m);
- *N. Program Content For Submission.* The certificate holder should submit the following documents to the POI:

(1) Manual Excerpts.

- (a) Manual excerpts should be submitted from the operations, flight attendant, and passenger/customer service portions of the company's manuals, with procedures appropriate for the certificate holder's employees to adequately perform their exit seating duties and responsibilities.
- (b) The procedures should contain: the selection criteria, the emergency functions, location of designated exit seats, requirements for exit seating passenger information cards, crewmember verification of appropriate seating in exit seats, passenger oral briefings, seat assignments, requirements for written airport information, reseating, full bookings, assignment of exit seats, denial of transportation, resolving disputes arising from exit seating, and identification of the certificate holder employee on the

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airport to whom complaints should be addressed for resolution.

- (2) Floor Plans. These should be submitted (for evaluation) and should display each passenger seating configuration in the certificate holder's fleet. The floor plan should highlight all exit seats, all passenger exits, any obstruction, such as: bulkheads, lavatories, closets, galleys, etc.
- (3) Exit Seating Passenger Information Cards. Must be submitted for each type, make/model, and series aircraft. These cards may be submitted in draft form, pending final approval.
- (4) Airport Information. The certificate holder should identify the manner in which the written airport information is presented and submit a draft copy pending final approval.
- O. Approval Process. The intent of the exit seating review and approval process is to ensure consistent application of the regulation, particularly when the rule was new and policy was being developed. During the original approval process, the exit seating programs were sent for review first to the POI, then forwarded for a second review by the Exit Seating Coordinator at the Regional Office who approved the programs on behalf of the Director, Flight Standards Service (AFS-1). The POI no longer needs to forward exit seating programs to the Exit Seating Coordinator at the Regional Office for approval. The POI is now considered to be the representative of AFS-1 in terms of compliance with 121.585 (p) and 135.129 (p).
- (1) Once the certificate holder has completed their exit seating program package, a copy of the program should be forwarded in draft format to their POI and/or CSI (if applicable). During the review process, the POI and/or CSI (if applicable) should use this guidance and complete the Exit Seating Program Job Aid (checklist), found in FAA Order 8400.10, Air Transportation Inspector Handbook, Volume 3, Chapter 15. If the POI and/or CSI (if applicable) is not satisfied with the package, the inspector will return it to the certificate holder with an explanation of the changes/additions needed for the program. If the POI and/or CSI (if applicable) finds the program to be complete and satisfactory, the POI will then give the final approval to the certificate holder and issue operations specifications A22.
- (2) Any subsequent revisions to the approved exit seating program, such as a change in procedures, an addition of new aircraft, a change in the passenger

seating configurations, a change to the exit seating passenger information card, etc., must be sent to the POI and/or CSI (if applicable). The certificate holding office should maintain a copy of an up-to-date version of their air carrier's exit seating program.

- P. Special Approvals. There may be situations whereby a certificate holder may conduct some operations entirely in a foreign country. Such a situation could occur during a wet lease operation. The entire airplane may be full of passengers who all speak one foreign language. The intent of the rule was not to exclude foreign speaking passengers from the exit seat, provided these passengers understand the commands given by the crewmembers in the event of an emergency, all the information on the approved exit seating passenger information card, and the required oral briefings. This may be accomplished in a number of ways. The crewmembers may be bilingual and trained in two languages - one of which is the language of the foreign passengers. The briefings may be conducted in two languages - one of the languages would be that of the foreign speaking passengers, the other would be in the primary language of the certificate holder. The exit seating passenger information cards should also be in the two languages. An amendment to the existing exit seating program would be needed which details the manner in which the certificate holder would address this type of operation.
- (1) If the situation is such that the operation is conducted domestically and a large group of foreign speaking passengers board the aircraft speaking one particular foreign language, and board in such numbers that the only seats remaining for them are the exit seats, then the certificate holder would need to develop special procedures for FAA review and approval which would address this type of operation in order to comply with the rule.
- (2) If the certificate holder cannot find any passengers who speak the language of the certificate holder, then the certificate holder should attempt to find those passengers who have some understanding of the language used by the certificate holder in the domestic operations. In this situation it would appear that an interpreter would have to be used who is fluent in both the certificate holder's primary language and the language of the foreign speaking passengers. An exit seating passenger information card would have to be developed in that foreign language and the interpreter would have to thoroughly brief the foreign speaking passengers on the contents of that specially

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approved exit seating passenger information card. The interpreter would also have to provide the required exit seating oral briefing in the foreign language to ensure that the exit seating passengers are willing and able to perform the emergency functions. The interpreter would have to review the commands, which would be given by the crewmember in an emergency evacuation, in both the primary language of the certificate holder and in the foreign language.

- (3) A designated crewmember should oversee this special briefing and make the determination that those passengers understand their responsibilities, meet the criteria, and are willing and able to perform the emergency functions, if called upon to do so. This procedure requires more time to implement prior to departure and the necessary time must be allotted for this special briefing.
- (4) In these and other similar situations, the certificate holder would need to develop, in advance of the operation, and submit for approval specific procedures, special exit seating passenger information cards in the foreign language to be used, and crewmember training for that specific operation. The procedures must detail how the exit seating requirements would be met and who would be responsible for implementing the procedures and making the final determination as to the suitability of these passengers. The amended procedures must be sent to the POI and/or CSI (if applicable) for review. If the procedures satisfactorily meet the requirements, the exit seating program amendment for foreign speaking passengers can be approved by the POI.

2153. USE OF PORTABLE ELECTRONIC

DEVICES. POIs and principal avionics inspectors (PAI) shall review the provisions contained in FAR § 91.21 and AC 91.21-1, "Use of Portable Electronic Devices Aboard Aircraft," with their assigned operators. POIs and PAIs shall ensure that their operators have adequate procedures in place to determine whether or not portable electronic devices are acceptable for passenger use on board their aircraft. POIs shall ensure that their operators specify in their operations manuals those portable electronic devices that may not be operated on board their aircraft. Although FAR §§ 121.571, 125.327, and 135.117 do not require the following briefing information to be given, POIs should encourage their assigned operators to include information regarding the operation of portable electronic devices in their operators' per-takeoff passenger safety briefings. These briefings should include any specific restrictions that apply to passenger use of portable electronic devices. An example briefing might be the following: "Some portable electronic devices may interfere with the aircraft's communications and navigation systems. Please refrain from using any electronic device other than portable voice recorders, hearing aids, and [the operator should add to this list of portable electronic devices, the generic identification of any device that it determines will not cause interference.] For your safety and the safety of others, please stow all carry-on portable electronic devices during taxi, takeoff, and landing.

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